



**COMMUNITY COMMISSION**  
**24 JULY 2006**

Report of the Chief Executive of Derby Homes

## **DERBY HOMES – AUDIT COMMISSION INSPECTION FEBRUARY 2006.**

### **RECOMMENDATIONS**

- 1.1 To note the outcomes of the Audit Commission inspection and make comment on the approach to securing continuous improvement.
- 1.2 To receive a further report in October 2006 detailing the response to the recommendations and actions taken to date.

### **SUPPORTING INFORMATION**

- 2.1 The Audit Commission is an independent body responsible for ensuring that public money is spent economically, efficiently and effectively and delivers high quality local and national services for the public.
- 2.2 Derby Homes' inspection was conducted by the Audit Commission's Housing Inspectorate using powers under section 10 of the Local Government Act 1999 and was in line with the Audit Commission's strategic regulation principles.
- 2.3 The Audit Commission assessed Derby Homes as providing an excellent, three-star service that has excellent prospects for improvement. The report was issued on 25 May 2006 and a full copy can be accessed on Derby Homes' website at [www.derbyhomes.org](http://www.derbyhomes.org). The report summary is attached at Appendix 2.
- 2.4 As a consequence of the inspection the Audit Commission made a series of recommendations as practical pointers for improvement.
- 2.5 Derby Homes accepts these recommendations, and had in each case already included these within the self-assessment document completed prior to inspection.
- 2.6 Appendix 2 contains recommendations. Each of the recommendations will be merged into a Consolidated Improvement Plan. Merging the Audit Commission recommendations into the Consolidated Improvement Plan ensures ownership within a robust performance management framework and avoids duplication which can arise from the creation of additional plans.

- 2.7 The successful implementation of the Audit Commission recommendations has been agreed as the shared strategic target for all Derby Homes Senior Management Team members in 2006/07.
- 2.8 The response to the Audit Commission recommendations and consolidated improvement plan is being discussed at Derby Homes Board on 27 July 2006. A final report will be presented to the Community Commission in October 2006.

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<b>Background papers:</b>	Derby Homes ALMO Re-Inspection Report <a href="http://www.audit-commission.gov.uk">www.audit-commission.gov.uk</a> or <a href="http://www.derbyhomes.org">www.derbyhomes.org</a>
<b>List of appendices:</b>	Appendix 1 – Implications Appendix 2 – Audit Commission Inspection Report, Summary – May 2006.

<b>IMPLICATIONS</b>
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### Financial

1. The Consolidated Improvement Plan shows impact and cost in terms of high, medium and low. These assessments are provisional and follow Audit Commission methodology. Low cost is defined as less than 1% of the annual service cost, medium between 1 and 5% and high as over 5%.

### Legal

2. None directly arising.

### Personnel

3. None directly arising.

### Equalities impact

4. Equalities impact assessments will be carried out as part of the implementation process.

### Corporate Priorities

5. This report shows how Derby Homes helps '**deliver excellent services, performance and value for money**', '**build healthy and independent communities**' and '**improve the quality of life in Derby's neighbourhoods**'

The following has been directly extracted from the Audit Commission Inspection Report summary dated May 2006.

### Recommendations

“The inspection team makes the following recommendations:

#### R1

To strengthen the focus on users and tenants by:

- significantly increasing the number of appointments made for responsive repairs
- developing a systematic and monitored process of regular estate inspections
- taking action to minimise timescales in the delivery of aids and adaptations and improving publicity and service standards for the service, and
- increasing the level of customer profile information and using this to inform service improvements.

The expected benefits of this recommendation are:

- Increased customer satisfaction, and
- improved services.

The implementation of this recommendation will have high impact with low costs. This should be implemented by September 2006.

#### R2

Integrate value for money into working practises by:

- delivering plans to procure partnering contracts in responsive repairs, grounds maintenance and cleaning services
- increasing the level and quality of benchmarking to assess value for money
- delivering plans to evaluate the benefits of collaborative procurement across service areas, and
- eliminating inefficiencies in the letting and void repair process.

The expected benefits of this recommendation are:

- potential cost savings and service improvements.

The implementation of this recommendation will have high impact with low costs. This should be implemented by March 2007.

#### R3

Strengthen performance management by:

- improving monitoring of re-letting processes and responsive repairs, and in particular introducing comprehensive monitoring of the number of responsive repairs completed in one visit

- introducing a systematic process to ensure learning from complaints and increasing the coverage of satisfaction surveys, and
- ensuring all improvement plans have resources identified and appropriate key milestones.

The implementation of this recommendation will have medium impact with low costs. This should be implemented by July 2006.